

COMPANION SERVICES (COM)

General Description:

Companion (COM) is one-on-one hourly and daily non-medical care, supervision, and socialization services for functionally impaired adults and children. Companions may assist or supervise the person with such tasks as meal preparation, laundry, and shopping, but do not perform these services as discrete services. Companions do not provide hands on nursing care. Companions may perform light housekeeping tasks that are incidental to the care and supervision of the person. COM is provided in accordance with a therapeutic goal in the person's plan as is not purely diversional in nature. The following services are included under this code.

Personal Assistance (PAC)

Persons are excluded from receiving the following services and COM: (Cannot bill for COM and the codes listed above and below in bold.)

Adult Foster Care (AFC)

Host Home Support (HHS)

Professional Parent Supports (PPS)

Residential Habilitation Support (previous Community Living Support) (RHS)

Residential Habilitation Intensive Support (previous Community Living Intensive Support) (RHI)

Persons who receive COM may not bill for Supported Living, Day Support or Supported Employment services that occur during the same hours of the day.

COM services are intended for those participating in the Provider-based method, only.

Population Served:

The Contractor shall serve people currently receiving services from DHS/DSPD with mental retardation and related conditions, and adults age 18 and older with acquired brain injury, as defined in Utah Administrative Code R539-1 (<http://rules.utah.gov/publicat/code/r539/r539.htm>).

Contractor's Qualifications:

Contractor shall have all applicable licenses or certifications as prescribed in Utah Administrative Code R501 <http://rules.utah.gov/publicat/code/r501/r501.htm> to operate and provide the particular type of services being offered and comply with insurance requirements and any local ordinances or permits.

Contractor shall be enrolled as an approved Medicaid Provider with the Utah Department of Health and agree to allow DHS/DSPD to bill Medicaid on its behalf for covered Medicaid services included in the rate paid by DHS/DSPD to the Contractor. Contractor shall also agree to participate in any DHS/DSPD provided Medicaid training.

Contractor shall be under DHS, DPSD contract to provide COM and certified by DPSD.

Contractor shall provide emergency procedures for fire and other disasters.

Contractor shall disclose room and board charges and food stamps or other income not originating with DHS/DSPD.

Contractor shall develop and implement a policy to govern the handling, storage, disposal and theft prevention of medication

Contractor shall develop and implement a procedure regarding the nutrition of the Person.

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Staff Qualifications:

Staff shall demonstrate competency in providing COM services, as determined by the Contractor, in addition, all applicable education, and training shall be completed before performing any work for persons without supervision.

COM staff shall be trained in the Staff Training Requirements as outlined in applicable General Requirements, Home and Community Based Waiver, rule, statute, and contract.

Staff shall pass a Bureau of Criminal Identification (BCI) background check through the DHS, Office of Licensing and have a record of the BCI results in the staff record.
<http://rules.utah.gov/publicat/code/r501/r501-14.htm>

COM staff shall be at least 18 years of age.

Specific Training Requirements:

All direct care and direct care supervisory staff shall receive specific staff training that prepares them to complete the critical job functions for this service and orients them to the person being supported by this service. Training shall be conducted by qualified trainers with professional experience and knowledge in providing services and supports to persons with mental retardation, related conditions and brain injury.

Staff shall complete and achieve competency in specific training areas 1 through 8 within 30 days of employment or before working unsupervised with a person. Staff shall complete and achieve competency in training areas 9 through 12 within 6 months of employment.

1. Medication competency:

- a. Identification of common medications, their effects, purpose and side effects,
- b. Identification of medications and medication side effects specific to the person,
- c. Recording and documentation of self-administration of medications, and
- d. Training on commonly used medications including the reason and circumstance for administration, dose, and scheduling.

2. Recognition of illness or symptoms of health deterioration specific to the person.

3. Dietary issues specific to the person.

4. Critical health care issues specific to the person.

5. Swallowing and eating difficulties specific to the person.

6. Principles of age appropriate community inclusion and natural support development specific to the person.

7. Preferences and non-negotiable routines specific to the person.

8. Significant functional limitations and disabling conditions specific to the person.

9. Key elements of the Americans with Disabilities Act.

10. Person centered assessment and plan development.

11. How to develop and support the person's preferred recreational and leisure activities.

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12. Contractor and Contractor's staff providing ABI services shall demonstrate competence or awareness in the following areas:

- a. Effects of brain injuries on behavior,
- b. Transitioning from hospitals to community support programs including available resources,
- c. Functional impact of brain changing,
- d. Health and medication,
- e. Role of the direct care staff relating to the treatment and rehabilitation process,
- f. Treatment plan and behavioral supports, and
- g. Awareness of the family's perspective on the brain injury.

Direct Service Requirements:

A. **Person-Centered Planning:** Contractor staff shall participate in and comply with the requirements of the DHS/DSPD Person-Centered Planning Process in providing services.

1. The Contractor is responsible for implementing the applicable portion of the Individual Support Plan's Action Plan (ISP/AP). These may include a Behavior Support Plan, Psychotropic Med Plan, Staff Instruction sheet, and data collection and/or Task Analysis sheet for skill training or other support.
2. Once the ISP/AP has been developed, the Contractor shall orient the person to that part of the plan that is applicable to the Contractor and ensure the person is involved in its implementation.
3. The Contractor shall develop and implement Support Strategies for the person. Contractor shall submit Support Strategies and Monthly Summaries to DHS/DSPD.
4. The Contractor, as a member of the person's Team, is required to assist in assessments and meet at least annually (within 12 months of the last Person Centered Process meeting) to review the person's service/support requirements and to make adjustments as necessary based on the person's needs. However, it may meet more often as determined by the person or other members of the team.

B. **Person's Personal Funds**

1. In the event of an emergency situation, a Contractor may write a check to the person or the person may borrow money from the Contractor. The person's support team shall be notified and grant approval of the Contractor's actions. The Contractor's staff shall document the emergency and the person's support team approval and maintain this documentation in the person's record. The Contractor shall have policies and procedures in place to make sure a person does not continuously owe the Contractor money due to emergency situations.
2. A person shall not give cash to or make purchases from the Contractor or Contractor's staff. A person shall not write checks to the Contractor's staff. Only in cases of emergency, may a person write a check to repay a loan made by the Contractor. Contractor shall ensure the person has adequate access to personal finances in order to cover anticipated expenditures. The exceptions to persons making payments to the Contractor are as follows: a) reimbursement to the Contractor for destruction of property by the person, if approved by the team, and allowable by contract, and b) room and board charges.
3. The Contractor's staff shall not loan or give money to a person. The Contractor shall not loan or give money to a person except in case of an emergency. A person shall not loan or give money to the Contractor's staff or the Contractor itself.

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4. Belongings with a purchase price or value of \$50.00 or more shall be inventoried. The inventory shall also include other items of significance to the person, which may cost less than \$50.00. The inventory shall be maintained on an ongoing basis and reviewed annually. Discarded items shall be deleted from the inventory list. Documentation of the reason for the deletion of an item shall be maintained and shall require the signature of the person/representative and one Contractor staff or two Contractor staff if the person/representative is not available. Personal possessions shall be released to the person/representative whenever the person moves.

C. Health and Safety Requirements

1. Contractor shall assure that persons receive training, opportunities to seek and obtain routine and acute medical, dental, psychiatric, or other health-related services, as outlined in the person's ISP, as allowed by the person's Medicaid and insurance plans.
2. Contractor staff shall assure persons receive training and assistance to:
 - a. Identify primary health care practitioners;
 - b. Obtain dental and physical examinations;
 - c. Safely follow physician orders;
 - e. Know what prescribed medication is for, if the medication is the right dose, if the medication is taken properly, and know if the medication is taken according to the schedule prescribed by the person's physician; and,
 - d. Document the frequency, dosage, and type of medication taken.
3. Medications shall be properly stored according to the person's needs and capabilities, as determined by the team.
4. Contractor staff shall immediately contact the appropriate medical professional to report the discovery of any prescribed medication error, including actual missed or suspected missed dosage, misadministration of medication, medication administered at the wrong time, or failure to follow laboratory survey schedule, etc.
 - a. Any medication errors that occur shall be documented in the person's file and reported to the Support Coordinator and Contractor Director or designee.
5. Contractor shall notify the Support Coordinator and person representative within 24 hours of the development of a medical issue for any person, such as illness requiring medical appointments or an emergency room visit. This does not include medical appointments for general health check-ups.
6. Any allergies the person has shall be recorded by Contractor staff in the person's medical record and disclosed to the person's primary physician.

D. Health and Nutrition Requirements

1. Persons shall have kitchen privileges with access to food and ingredients. Kitchen privileges may be limited if approved by the Human Rights Committee, in the interest of the person's health.
2. Contractor staff shall assist persons in planning meals to meet basic nutritional standards, special diets, food preferences, customs, and appetites.

E. Transportation

Contractor shall provide incidental transportation to shopping and other community activities, based on the Contractor's and team's reasonable, professional judgment.

The Contractor shall check driver's driving record annually and shall assure that driver's with problematic records are not allowed to continue providing transportation as part of this service. Contractor shall check annually that drivers providing transportation in their personal vehicles have current/adequate auto

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insurance. Contractor shall keep documentation of this review and copies of the driver's record and auto insurance in the employee's file.

Drivers make certain that:

1. Persons are not left unattended in the vehicle.
2. Persons use seat belts and remain seated while the vehicle is in motion.
3. Keys are removed from the vehicle at all time when the driver is not in the driver's seat unless the driver is actively operating a lift on vehicles that require the keys to be in the ignition to operate the lift.
4. All persons in wheelchairs use seat belts, or locking mechanisms to immobilize wheelchairs during travel.
5. Persons are transported in safety restraint seats when required by Utah State law.
6. Vehicles used for transporting persons have working door locks. Doors are locked at all times while the vehicle is moving.
7. Persons arrive safely at the scheduled time and arranged destination, that no one is left alone along the way to or from day supports even in emergency situations or when the health and safety of others may be in question. If necessary during an emergency, the driver may wait until another driver arrives to complete the transport.

F. Access to Community Services

Contractor shall assist the person in accessing community services and resources, including but not limited to finding housing, applying for food stamps, obtaining Social Security benefits, etc.

Staff Support:

COM is a one-to-one service with an hourly and daily rate. If a person requires more than 6 hours a day of COM then the daily rate shall be used. Actual type, frequency and duration of direct care staff support, and other community living supports shall be defined in the person's ISP/AP based on the person's selected housing arrangement and assessed needs.

Rate:

COM is a one-to-one service with an hourly and daily rate. Payments for COM services are not made for room and board, the cost of facility maintenance, routine upkeep or improvement. Personal needs costs are covered through personal income such as Social Security and other income (SSA, SSI, employment).